Donelle Vance

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I am a greater Seattle area Product & Experience Designer that specializes in the creation of reusable design patterns to help facilitate the creation of user experiences that are simple, intuitive and easy-to-use. I am passionate about the relationship between customer research, user obsession, and delightful experiences.

I have over 18 years experience as a multi-disciplinary designer, and have held various roles in my craft, including; independent contributor (IC), design owner, mentor and people leader. Some of my passions are photography, creative writing, and traveling. I pride myself on learning new things and am open to work in all industries and emerging technologies.

Designers Toolbox

Adobe Creative Cloud Suite, Axure, Balsamiq Wireframes, Bootstrap, CSS, Figma, Framer, HTML, InVision App, JavaScript, Salesforce CRM, Sketch App

Skills

A/B Testing, Agile/ Scrum, Data Visualization, IA Mapping, Interaction Design, Personas, Rapid Prototyping, Requirements Visualization, Usability Testing, User Flows, User Research, Visual Design, Web Applications Design & Development, Wire-framing

Experience

STAFF PRODUCT DESIGNER, CHEWY; BELLEVUE, WA – 2021-2023

Staff Product Designer (Single Threaded Owner) of Chewy's Customer Service platforms. Customer Service technologies include; Agent facing CRM built on Oracle Cloud, chat, email, and Social Media channel platform tools/ technologies. Chewy's design team handles most of the research (self-service model) where design, engineering and Customer Service Agents have a direct relationship providing conceptual iteration, and the ability to gain real-time feedback for iterative technological improvements. Design responsibilities and deliverables include end-to-end ideation; requirements gathering, research, visualization, interaction design, asset handoff, implementation, and QA.

WEB & MOBILE PRODUCT/ UX DESIGNER; AMAZON, SEATTLE, WA – 2020-2021

As a Contracted Product Designer for Aquent, I worked as part of the Amazon Global Sales and Services team. My primary role was to enhance the exiting B2C and B2B customer journey for internal and external web tools. As an individual contributor to the cross-functional team of designers, engineers, PM's and stakeholders; responsibilities include: defining requirements and gather user research to obtain in-depth knowledge from Global Sellers (China, Japan, EU, and emerging markets) to enhance the existing customer

journey of Amazon products and services. Deliverables include: user interfaces, personas, customer journey maps, conceptual diagrams, wireframes and prototypes for web and mobile-based products. The goal of these products was to improve the end-to-end experience of Customer Service by Amazon and the International Amazon Sellers team's products. Responsible for driving projects through all phases, from user research and exploratory mockups to design reviews, delivery, and usability testing.

SENIOR USER EXPERIENCE DESIGNER; FINANCIALFORCE, BELLEVUE, WA – 2018-2019

Project-based Senior UX Designer on the Global Design Ops team, helping to drive reusable assets and design pattern guidelines. As the single, dedicated UX designer/ system architect in WA on the DesignOps team, I was part of a very high-level and strategic effort to bring consistent documentation, processes, and methodology to our product teams. This effort was instrumental in the timely delivery of customer centric software suite of solutions - built on Salesforce CRM Cloud platform - giving enterprises the solutions they need to run faster, automate processes, allocate resources/ budget, and track project milestones while adhering to project timelines.

SENIOR USER EXPERIENCE DESIGNER; THE BOEING COMPANY – 2018

Contracted by Insight Global as part of Being Innovation and Boeing's only UX Center of Excellence, I was responsible for the user experience and design of Boeing Training and Professional Services products. Deliverables including: native mobile and responsive web applications across Android, iOS, and desktop devices. During my time at Boeing, training products went digital for the first time. This allowed for adoption of eLearning technologies that enabled Boeing employees, trainees, flight services and maintenance training customers' across multiple airlines to reform their traditional learning experiences.

USER EXPERIENCE/ USER INTERFACE DESIGNER; BLACK TEE SYSTEMS, SEATTLE WA – 2017-2018

Contracted by Viri Technology as a User Experience Design & Web Application developer for complex audio and visual systems. Responsibilities: design and development of audio visual systems for conferencing, seamless communication, and collaboration. Systems were built on Windows desktop Crestron applications and tools. Functional system capabilities include: lighting, motorized equipment operation, sound design, public address, and tele-conferencing systems.

Education

- South Seattle Community College, Seattle WA – Mobile & Desktop Web Developer Certification, 2019

- DeVry University, Seattle WA - Bachelor's in Multimedia Design and Development, 2013

- Pierce College, Ft. Steilacoom WA - Associate's in Digital Design, 2006

2007-2013 work history, recommendations, endorsements, certifications, training, volunteer & mentorship experiences are available on Linkedin